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Directorate of Human Resources

Volume 26, Issue

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From the Director's Corner

Robert D. Youmans, Director, Human Resources



This is an update to my October 2012 article regarding the Army's New Transition Policy. As you may recall, effective 21 November 2012, the Veterans Opportunity to Work Act mandated participation in this new program for all Soldiers separating from the Army. This includes attending pre-separation briefings 12 months prior to separation, developing an Individual Transition Plan (ITP), participation in the Department of Labor (DOL) Workshop, attending Veterans Affairs Benefit's briefings, and completing a resume of choice. To synchronize and coordinate transition services and resources on Fort Jackson, our Transition Services Manager has incorporated a Transition Services Council into the existing Fort Jackson Community Health Promotion Council. In addition, the Senior Mission Commander published the Fort Jackson Army Career and Alumni Program (ACAP) Transition Policy. As a result of these efforts and the efforts of our supporting partners from the Department of Veterans Affairs and the DOL, in January 2013, Fort Jackson successfully implemented the first five-day transition curriculum.

Transitioning Soldiers now receive the new Army core curriculum that includes Orientation/Transition Overview, Military Occupational Crosswalk, Military Family Concerns, Value of a Mentor/Special Issues and ITP Review. To facilitate our additional training, the ACAP team has increased its staff with a financial counselor and one career counselor. The team has also received the support of a veteran rehabilitation and employment counselor and will receive an education counselor in October 2013. The Fort Jackson ACAP Center has also implemented an "entrepreneurial" track called "Boots to Business." Transitioning Soldiers, Family Members and veterans are provided extensive training in learning how entrepreneurship can be a viable career option. In October 2013, Soldiers will also be afforded the opportunity to choose from two additional specialized tracks; "education" and "technical". Together, these three tracks will provide our transitioning Soldiers information tailored to their individual interest and goals. To facilitate the connection between transitioning Soldiers and employment opportunities, ACAP and Army Community Services co-hosted both a "Hiring Our Heroes" and an "Employers' Day" hiring event. Our goal is to host at least two of these events each year for our transitioning Soldiers and Family Members.

In conclusion, we would like to thank the Fort Jackson leadership for their support and involvement in the implementation of this important program. From November 2012 to April 2013, the Installation Management Command (IMCOM) Inspector General (IG) conducted inspections of Army Transition Services with special emphasis on ACAP. Twelve installations, including Fort Jackson, participated in the inspections. The IMCOM IG team indicated that all levels of the Fort Jackson chain of command support the new policy and described the Fort Jackson transition program as "very effective" and well received by our Soldiers.

From the Director's Corner Continues:

For more information regarding ACAP Transition Policy, contact the Fort Jackson Transition Services Manager, Ms. Carolyn Andrews, by phone at (803) 751-1723. Transition Counselors are also available in the ACAP Center, at phone: (803) 751-4109 or appointments may be scheduled on the ACAP website at: <https://www.acap.army.mil>.

THE HEAT IS ON

Adjutant General (AG)
751-7115, or email: lonnie.t.stinson.civ@mail.mil

POC: Mr. Lonnie Stinson, phone:

As a result of the government mandated furlough, the Military Personnel Division (MPD) will provide services during regular duty hours on Monday thru Friday during the period 8 Jul 13 thru 20 Sep 13. However, because of the manpower limitations of the furlough, the MPD will operate with a 50 percent reduction in manpower on both Monday and Friday of each week. As a result of this significant manpower reduction, our customers should anticipate delays and schedule appointments as early as possible. We also solicit your patience and understanding. Since the furlough impacts all government agencies either directly or indirectly, customers should plan ahead and consider any delays they may also encounter with agencies external to the MPD and the Directorate of Human Resources (DHR).

Although there will be delays, we are leveraging technology to mitigate the impact of these manpower reductions and shortages. Soldiers now receive an electronic reassignment (levy) presentation. Soldiers review the presentation and return the completed forms to the designated human resources assistant for completion of the levy process. Similarly, Soldiers now complete the Army Transition Program Exit Survey online. Upon completion of the online survey, the Soldier prints verification of completion and provides it to the human resources assistant during their final out-processing appointment. As we seek to mitigate the impacts of manpower reductions and shortages, the MPD will continuously reallocate personnel resources to ensure we provide quality support to the core mission of processing Soldiers-in-Training and Students while providing quality human resources services to our supporting permanent party Soldiers, Family Members, and deserving Retiree population.

In summary, we believe the best strategy for mitigating the significant impacts this manpower reduction will have on our ability to provide human resources support is to educate our customers on the reality of these manpower reductions and provide our customers the level of awareness necessary to plan and schedule appointments well in advance. Throughout this newsletter and in subsequent issues of the "The Fort Jackson Leader", we will provide you with the latest information regarding the impacts of the furlough and any changes being implemented by the MPD to ensure we provide you critical human resources support within our available resources.

Adjutant General (AG) Project Manager
751-7535, or email: mary.j.behney.civ@mail.mil

POC: Ms. Mary Jo Behney, phone:

Safety Information. Remember---Always Think SAFETY!

Electricity, it's a part of modern life we often take for granted. But every once in a while we get a shocking reminder that electricity can be one of the biggest hazards in the home. Even a low voltage current can be fatal, especially for children.

Use the following guidelines to avoid electrical hazards in the home:

- ◆ Inspect electrical equipment and cords for damage and wear, including extension and temporary cords. Look for frays, punctures, or any other kind of damage to the insulation on the wiring or damage to the plug. Replace damaged or worn out equipment.
- ◆ Don't put cords in areas where they may get stepped on, tripped on, or driven over. Keep them well away from heat sources. Don't yank on cords to unplug them as this can damage the wiring.
- ◆ Never remove the third prong on a plug to make it fit in a two-plug hole. The third prong provides grounding for the electrical current

and is an important safety feature. All major appliances and power tools should be on three prong plugs.

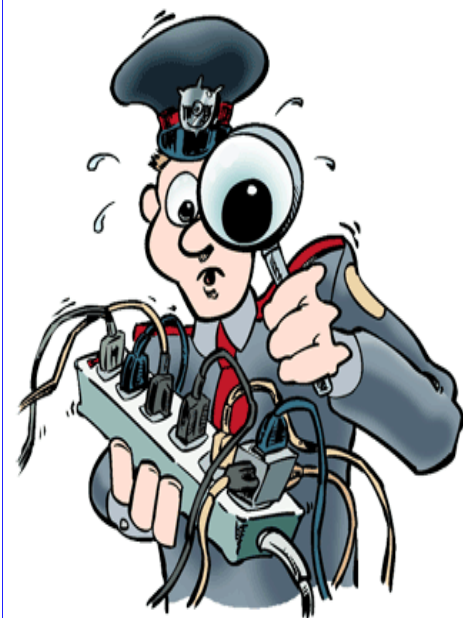
- ◆ Don't overload circuits with too many appliances. This can cause overheating and become a fire hazard. If the electrical load is heavy, use a cord designed to carry a bigger current. If the circuit breaker kicks in due to overloading, don't just flip it back on without investigating what the problem might have been and have it fixed if necessary.

- ◆ Never operate anything electrical in a wet or damp place, or while standing in water. Water and electricity don't mix.

- ◆ Never use electrical space heat-

ers near moisture.

- ◆ Faulty wiring can be a problem, particularly in older homes. Get an electrician to do a safety check on your wiring if this is a concern.



Most of us can't imagine a life without electricity. Use it cautiously and sensibly and it will bring more power to you.

Army Continuing Education Services (ACES)

POC: Ms. Brenda Johnson, phone:

751-7209, or email: brenda.g.johnson.civ@mail.mil

Post 9/11 GI BILL Transfer Deadline Fast Approaching.

Effective 1 August 2009, the Post-9/11 GI Bill allowed Service Members (officers or enlisted, Active Duty or Selected Reserve) to transfer unused education benefits to immediate Family Members (spouses and children). Guidelines allowed a Service Member with at least six years of service, and a commitment of an additional four years of service, the opportunity to transfer benefits to a spouse or child (10 years of service).

Effective 1 August 2013, all Post-9/11 GI Bill Transferability of Education Benefits (TEB) requests submitted and approved on or after 1 August 2013 will incur a four-year service obligation from the TEB request date, regardless of years in service (except when precluded by either policy or statute from committing an additional four years, e.g. temporary early retirement authority). The only difference between the rule already in place and the new rule is that all requests will require a four-year service obligation, and must be served in the same Army component.

Service Members with 21 to 24 years of active duty service, who wish to transfer educational benefits from their Post 9/11 to their dependents, are urged to make the transfer prior to 1 August 2013.

POC: U.S. Army Human Resources Command, Education Incentives Section, 1-800-872-8272;
email: usarmy.knox.hrc.mbx.tagd-post911gibill@mail.mil.

Below are some sample articles for your convenience:

Army Post-9/11 GI Bill transfer policy to take effect 1 August:

http://www.army.mil/article/101298/Army_changes_requirements_for_transfer_of_GI_Bill_benefits/

HRC Outlines Transfer of Post-9/11 G.I. Bill Benefits:

<http://www.army.mil/article/54807/hrc-outlines-transfer-of-post-911-gi-bill-benefits/index.html>

GI benefits can transfer to child, spouse: <http://www.army.mil/article/96400/>

[GI_benefits_can_transfer_to_child_spouse/](#)

A New Look for Army Continuing Education Services (ACES).

Effective 1 October 2013, Fort Jackson ACES will take on a brand new look. This new look is due to changes in the IMCOM/ACES contract reductions. The reductions will affect the hours of operation in our administrative office, counseling and testing services. Soldiers will need to call ahead and schedule an appointment to meet with an education counselor and to schedule tests. Our education in-processing briefings will continue to be Tuesdays and Thursdays beginning at 0830, with the exception of the third Tuesday. Soldiers PCSing can still walk-in; however, Soldiers who are ETSing and retiring will require an appointment. Fortunately, Soldiers and Family Members will still be able to use the computer lab, which will be a self-service resource from 0730 – 1600, Monday through Friday.

ACES Continues:

Effective 1 October 2013, ACES testing services will be reduced by as much as 50 percent. As a result, Soldiers will experience a longer delay in receiving test scores. See new schedule below:

ACES NEW TESTING SCHEDULE EFFECTIVE 1 OCTOBER 2013

Monday	Defense Language Proficiency Test (DLPT)***	0800 & 1300
	Defense Language Aptitude Battery (DLAB)***	0800 & 1300
Tuesday	Test of Adult Basic Education (TABE)	0800
Wednesday	General Technical (GT) Predictor	0800
Thursday	Armed Forces Classification Test (AFCT)***	0800 1 st and 3 rd
	Selection Instrument for Flight Training (SIFT)***	0800 2 nd

Administrative Time 0730-1130; 4th Thursday

***OPI--Scheduled on "as needed" basis

Army Career and Alumni Program (ACAP)

POC: Ms. Carolyn Andrews, phone:

751-1723, or email: carolyn.b.andrews.civ@mail.mil

Boots to Business. The Army Career and Alumni Program has added an additional specialty track for its transitioning Soldiers and Family Members. The United States Small Business Administration is now hosting a Boots to Business Seminar. This seminar is an introduction to entrepreneurship for transitioning service members, Family Members and veterans. Upon completion of the course, transitioning veterans have the option to further their study of business planning through an online course. This online course covers the principles of accounting, finance, market analysis, planning, business operations and sales. Seminars are held quarterly. For more information, contact the ACAP Center at (803)-751-6062.

Reminder. All transitioning service members are required to initiate ACAP Services no later than 12 months prior to their separation. As we continue to sustain and improve the program, below are the key milestones to remember as your Soldiers prepare for transition:

-- Within 30-60 days of arrival to the unit, the career counselor is required to conduct interview/counseling and discuss short and long term military goals with Soldiers. Transition counseling is an integral component of professional development. The career counselor is an integral link and can refer Soldiers to other counseling services such as Army Continuing Education Services, retirement services, and financial services; encourage the use of the ACAP Call Center at (800) 325-4715; and use of the ACAP secure website at <https://www.acap.army.mil>.

Information/Announcements

ACAP Continues:

- No later than 12 months prior to separation, transitioning Soldiers are required to complete a mandatory ACAP pre-separation briefing online at <https://www.acap.army.mil> or the ACAP Center. Congress allows retiring Soldiers to start the ACAP process two years before retirement and non-retiring Soldiers one year prior to separation. Deploying Soldiers, who will redeploy with less than 12 months remaining on active duty, will complete the ACAP pre-separation briefing and individual counseling, and begin development of an individual transition plan (ITP) prior to deployment. Soldiers may register for eBENEFITS at www.Benefits.VA.GOV and My HealtheVet (www.MYHEALTH.VA.GOV).
- Within two weeks after completing the pre-separation briefing online, transitioning Soldiers must schedule an initial counseling appointment at the ACAP Center. The ACAP Counselor will provide the transitioning Soldier with copies of the Pre-separation Counseling Form (DD Form 2648 or DD Form 2648-1).
- No later than ten months prior to separation, transitioning Soldiers will attend initial/individualized counseling which includes financial planning and begin development of an ITP and a resume of choice with the assistance of a transition counselor. Transition Counselors are available in the ACAP Center, at phone: (803) 751-4109 to offer guidance, information, assistance, and referrals throughout the transition process. Appointments may also be scheduled on the ACAP website at: <https://www.acap.army.mil>.
- Between ten months and transition date, transitioning Soldiers will complete specialized training IAW the IDP and complete the DOL Employment Workshop.
- No later than six months prior to separation, transitioning Soldiers will complete the half day VA Benefits Briefing, which covers compensation and pension, health care, vocational rehabilitation and employment, education and training, home loan guarantee, small business seminars, life insurance, survivor benefits, and burial. The VA Representative also explains how to apply for benefits and helps with the application process. Transitioning Soldiers with potential or pending disabilities will complete the Disabled Transition Assistance Program as necessary. Demobilized Soldiers will complete the VA Benefits Briefing as soon as practical following redeployment.
- No later than five months prior to separation, Soldiers are encouraged to complete a resume of choice with the assistance of a Transition Counselor. Resume modification will continue IAW with the individual's transition plan throughout the transition process.
- Prior to clearing the ACAP, transitioning Soldiers will have in his or her possession a resume that demonstrates preparedness to transition. Also encouraged is one of the following: acceptance letter from a college or training institution, an actual job offer, or a list of job openings well-matched to the transitioning Soldier's current level of knowledge, skills, and abilities.

Personnel Operations Work Center (POWC)
751-5763, or email: donald.l.johnson12.civ@mail.mil

POC: Mr. Donald Johnson, phone:

Expiration Term of Service (ETS) Processing. Request enlisted Soldiers report to the Transition Center, room 211, 5450 Strom Thurmond Boulevard, at least 90 days prior to their ETS date, to allow sufficient time for separation processing. Also, please ensure Soldiers update their Enlisted Records Brief prior to the commencement of ETS processing.

Information/Announcements

Trainee/Student Processing Work Center (TSPWC)
751-4422, or email: dorothy.l.roberts6.civ@mail.mil

POC: Ms. Dorothy Roberts, phone:

Dropped from Rolls (DFR) packets: The United States Army Deserter Information Point (USADIP) needs accurate information to process the deserters into the National Crime Information Center (NCIC). Some of the common reoccurring errors on the DD Form 553 include:

- **Administrative Issues:**
 - Item #5a: Middle name needs to be spelled out as this is a requirement for NCIC entries.
 - Item #5f: City/country missing.
 - Item #5g: Date of Birth (DOB) discrepancies/accuracy.
 - Item #5s: Permanent address missing.
 - Item #16: Missing info from SF 86; need all relatives (not just mom and dad) off the DD Form 93).
- **AWOL Apprehension Issues:**
 - Item #13: Missing 50 state driver's license NCIC check.
 - Item #19: Missing Military Police Report (MPR) number, Offense Code, Offense for each serious item (desertion, AWOL, Drugs, Weapons, etc.) or anything related to office safety and cautions.

In accordance with regulatory guidance (AR 190-9 and AR 630-10), the following applies:

- The provost marshal ensures that the unit commander has accurately completed a DD Form 553.
- The unit commander completes DA Form 4187, reporting the Soldier's change of duty status from AWOL to DFR and notifies the military pay office within 48 hours of the Soldier's change in duty status from AWOL to DFR.
- The unit commander notifies the local provost marshal within 48 hours after a Soldier has been reported absent without leave (AWOL). Special category absentees are reported as deserters.
- On receipt of an AWOL report, the provost marshal initiates a DA Form 3975 (Military Police Report) and a corresponding blotter entry on DA Form 3997 (Military Police Desk Blotter).
- The MPR number for AWOL, DFR, and other related offenses needs to be annotated in block 19 of the DD Form 553 by the Provost Marshal Office (PMO) to verify that the offense has been recorded in Centralized Operations Police Suite (COPS) before USADIP is able to generate a deserter warrant for arrest in NCIC.

Information/Announcements

TSPWC Continues:

- All DA Forms 4187 initiated by the unit for Soldiers who self surrender from DFR to PDY need to be provided to USADIP, PMO, and the Deserter Control Officer (DCO) to ensure that the deserter's arrest warrant is properly cleared in NCIC to avoid future potential congressional and legal action by the Soldier against the Army.
- A PMO when receiving a DA Form 4187 (AWOL or DFR) from a unit commander should conduct a search in COPS when generating a DA Form 3975 to determine if the Soldier might be considered a High Risk Deserter IAW ALARACT 366-2011. If so, the unit commander should be notified to determine if it would be appropriate to have the PMO issue a High Risk warrant. It is also critical that a unit commander is receiving the DA Form 3997 (Blotter) to ensure they are aware of potentially High Risk Soldiers identified as having Suicidal Ideations, Armed Weapons, Domestic Violence, Drug Addiction, etc. to ensure appropriate assistance and safeguards are incorporated.

For more information, please contact Ms. Roberts as indicated above or Ms. Marian McDaniel by phone; at (803) 751-4416 or email: marian.e.mcdaniel.civ@mail.mil.



Personnel Strength Management Work Center (PSMWC)
751-5578, or email: twyla.v.perkins.civ@mail.mil

POC: Ms. Twyla Perkins, phone:

Failure to Gain and Failure to Depart Soldiers. The Enlisted Personnel Management Directorate (EPMD) Functional Support and Integration Branch (FSIB) Data Accuracy Team is vigorously tracking all enlisted Failure to Gain and Failure to Depart Soldiers who are on HRC-issued Permanent Change of Station (PCS) assignment instructions (AI). All Soldiers on AI who fail to depart their losing unit or fail to gain at their new unit must be processed by the gaining unit IAW AR 630-10 and AR 600-8-6, including researching the Soldier's absence, attaching the Soldier to the gaining unit, and processing an AWOL transaction when appropriate. Losing units who do not submit appropriate requests for deletion/deferment of AI (with the proper justifications/reasons) will cause undue hardship on the Soldier (i.e. reported AWOL by gaining unit/stop all pay and allowances, etc.).

All Soldiers will remain on AI until appropriate action has been taken to clear the failure to gain issue. Soldiers will no longer automatically "Drop off" AI.

Point of contact is Ms. Twyla Y. Perkins as indicated above.

Information/Announcements

Administrative Services Division (ASD)**POC: Ms. Patricia Kelly-Johnson, phone:****751-5335, or email: patricia.d.kelly-johnson.civ@mail.mil****Records Holding Area**

The Fort Jackson Records Holding Area (RHA) is located at 2079 Wheeler Road. The RHA provides efficient records management for your inactive hard copy records. The records will be maintained until the files are either eligible for destruction or retired to a Federal Records Center. The RHA personnel also provide access to the organization records when needed for official business use. If your organization currently has boxes that need to be transferred to the RHA, the Transmittal List (SF 135 and SF 135a) will be prepared in duplicate and forwarded to the DHR, Attn: ASD, Records Manager, for review and approval prior to bringing your records to the RHA. Records Management Coordinators will ensure that the specific year of files (i.e., calendar year (cy) and/or fiscal year (fy)); disposal authority; and disposal date are indicated on the SF 135 and SF 135a. Prior to the destruction of any Army records, the Installation Records Manager is required to review all records scheduled for destruction and certify that the records to be destroyed do not fall under any of the current records freezes. Only after this certification can any Army records be destroyed. To schedule a review of your records that are ready for destructions, contact Ms. Patricia Kelly-Johnson. For more information, please contact Ms. Kelly-Johnson as indicated above.

Official Business Mail Center:

The official business mail section processes outgoing official business mail. Postal officers and office managers are encouraged to evaluate what is being mailed from their office and how often it is being mailed. If you are mailing frequently to the same address, recommend you consolidate and mail to that address once or twice a week. Weekly consolidations are cost efficient when using bulk and/or flat rate mailing tools. The mailing of items such as awards, invitations to chain of command ceremonies, promotions and/or retirement ceremonies should be kept to a minimum and used only if there are no other means to notify persons are available. All official business mail requiring "accountable" mail service should be accompanied with a justification and/or a copy of the regulatory guidance. Government owned firearms will be shipped through DOL, Transportation channels. For more information, please contact Ms. Kelly-Johnson as indicated above or Mr. Bobby Marsh, by phone: at (803) 751-4585, or email: bobby.marsh.civ@mail.mil.

Retirement Services Office (RSO)**POC: Mr. Gregory Fountain, phone:****751-6715, or email: gregory.l.fountain3.civ@mail.mil**

Appointment Only System. To mitigate and minimize the impact of the FY13 TDA manpower reductions and current manpower shortages due to hiring freeze/restrictions coupled with the unanticipated influx of voluntary and medical retirements, the Directorate of Human Resources, Military Personnel Division, Retirement Services Office (RSO) (located in the Strom Thurmond Building, Room 209) is transitioning to an appointment only basis to better service customers in a timely manner. Effective 1 June 2013, the RSO will operate on an appointment only basis Monday - Friday, 1000 – 1645. Walk-in hours will be from 0800 – 0930. Request you make an appointment for pre- and post-retirement services by contacting the RSO by phone: at (803) 751-6715/5523, or e-mail: usarmy.jackson.imcom-hq.mbx.dhr-rso@mail.mil.

Information/Announcements

Personnel Services/Processing Work Center (PSPWC)
751-2753, or email: janice.j.spain.civ@mail.mil

POC: Ms. Janice Spain, phone:

Military Personnel File Audits. Annual personnel file audits now required. With the pending reduction in the size of the Army, Human Resources Command officials emphasize that the accuracy of Soldiers' personnel records will have a significant effect on promotions, selections, and assignments. Soldier personnel records typically include the Officer and Enlisted Record Briefs, the Reserve Component Personnel Qualification Record, official photo, and the Official Military Personnel File.

The Adjutant General of the Army states, "We are putting a lot of time and effort into what we are calling the Soldier Record Accuracy Campaign," unfortunately too many of our Soldiers wait until their next board to make updates and corrections to their record, and we have to change that culture. Based on current recommendation, Soldiers should review/update their ERB/ORB routinely, not just when they are being considered by a board. As the Army gets smaller, some boards will use the (competitive) most-qualified selection method, rather than the fully-qualified system of the past. The Army is preparing to return to procedures used in the past that require Soldiers to audit their records annually, and confirm that the information in the file is correct.

Annual records reviews normally will occur during in/out-processing, preparation for a selection board or a unit readiness drill. The worst thing that can happen is to have a Soldier's performance not properly represented in the file. If none of these events occurs during a 12-month period, Soldiers are to review all portions of their personnel record with the assistance of their Installation Military Personnel Division utilizing the annual records review formerly called the "birth month audit". Soldiers are urged to use the My Board file application, an online system for reviewing documents that will be seen by board members, in preparing their records for a promotion or selection board review.

The My Board File system can be accessed from the Human Resources Command homepage, <http://www.hrc.army.mil>, and typically is available 60 to five days before a board convenes.

Soldiers who are not pending a selection board review can audit their Official Military Personnel File through Army Knowledge Online, or at <https://iperms.hrc.army.mil/ms/record>.

Alcohol and Substance Abuse Program (ASAP)

POC: Ms. Ernestine Richardson, phone:

751-7938 or email: ernestine.richardson.civ@mail.mil

National Suicide Prevention Month. The Army will observe National Suicide Prevention Month in September 2013 and World Suicide Prevention Day 10 September. National Suicide Prevention Month provides an opportunity for the Fort Jackson community members to learn about behavioral health issues and get involved in prevention efforts, raise awareness about prevention resources and celebrate the work that the Fort Jackson community and individuals do to promote mental, emotional and behavioral well-being. The USAG Directorate of Human Resources (DHR) will conduct suicide prevention awareness, provide information flyers, and provide displays throughout the month of September 2013 for Fort Jackson personnel.

For additional information, please contact Ms. Laly Rodriguez by phone: at (803) 751-7066.



Information/Announcements

Director: Administration and Budget

Robert Youmans 751-3607 robert.d.youmans.civ@mail.mil

Military Personnel Division/Adjutant General: Military Personnel Actions; Quality Assurance Evaluations; Interactive Customer Evaluation; Corporate Assessment Surveys; Lean Six Sigma; DHR Quarterly Executive Review; Special Projects

Lonnie Stinson 751-7115 lonnie.t.stinson.civ@mail.mil

Adjutant General Division Project Manager: Military Personnel Division/Adjutant General Division Requirements

Mary Jo Behney 751-7535 mary.j.behney.civ@mail.mil

Retirement Services Office: Retirement Applications; Orders; Survivor Benefit Counseling

Gregory Fountain 751-5852 gregory.l.fountain3.civ@mail.mil

Personnel Operations Work Center: Casualty Affairs; Line of Duty; Officer Procurement; Separations; Transition; Release from Active Duty/Discharges (IET)

Donald Johnson 751-5763 donald.l.johnson12.civ@mail.mil

Personnel Strength Management Work Center: Assignments; Strength Management; Drill Sergeant Management; Reclassifications; Special Duty Pay; Promotions; Reassignments; Temporary Change of Station Orders; Compassionate Reassignments

Twyla Perkins 751-5578 twyla.y.perkins.civ@mail.mil

Personnel Services/Processing Work Center: Identification Cards; Name Changes; Personnel Records; In/Out-Processing; Statements of Service; Distribution; Congressional Inquires; Garrison Military Awards

Janice Spain 751-2753 janice.j.spain.civ@mail.mil

Trainee/Student Processing Work Center: Trainee/Student Records; In/Out-Processing; Reassignment; Army Training Requirement and Resource System; Data Entry; MOS Orders; Hometown Recruiting Assistance Program; Name Changes; Compassionate Reassignments; Assignment Exchange

Dorothy Roberts 751-4422 dorothy.l.roberts6.civ@mail.mil

Administrative Services Division (ASD): Freedom of Information Act/Privacy Act Requests; Army Records Information System; Forms and Publications Manager; Military Mail Operations; Correspondence Distribution; Postal Inspections; U. S. Postal Service Liaison

Patricia Kelly-Johnson 751-5335 patricia.d.kelly-johnson.civ@mail.mil

Army Career & Alumni Program (ACAP): Transition Services; Job Assistance; Small Business Seminars; Veterans Benefits Briefings; Federal Employment Seminars

Carolyn Andrews 751-6062 carolyn.b.andrews.civ@mail.mil

Army Continuing Education Services (ACES): Educational Counseling; Basic Skills Education Program Instruction; Tuition Assistance; On-Post College Enrollment; Computer Labs; Digital Training Facilities

Brenda Johnson 751-7209 brenda.g.johnson.civ@mail.mil

Army Substance Abuse Program (ASAP): Prevention Education; Biochemical Testing; Employee Assistance Program; Risk Reduction Program; ASAP Clinical Suicide Prevention Program

Ernestine Richardson 751-7938 ernestine.richardson.civ@mail.mil